



# Consumer Alert

## Michigan's "Do Not Call" List



Michigan consumers can register for the Federal Trade Commission's (FTC) Do Not Call Registry by phone or online. Registration is free and covers landline

and wireless phone numbers. When you sign up for the federal registry you are automatically placed on Michigan's Do Not Call list. To register by phone, dial 888.382.1222 from the phone number you want to place on the registry. To register online, visit the [FTC's Do Not Call Website](#). The online registration process requires an active e-mail address. If you register online, the FTC will send you an e-mail message with a link in it. You need to click on the link in the e-mail within 72 hours to finalize your registration. You may need to provide limited personal information for confirmation. If you do not have an e-mail address, you can register by phone.

### Some Reported Problems...

Some consumers have reported that they never received a confirmation e-mail from the FTC after attempting to register online. If you do not receive a confirmation e-mail within 24 hours after trying to register your phone number, you should register again – you may have entered your e-mail address incorrectly. If you still don't receive a confirmation e-mail, you should register by telephone. It is suspected that some servers are viewing the confirmation e-mail as "junk" or "spam" and automatically deleting it.

### Some Exceptions

Although registration is designed to prevent most unwanted telemarketing calls, it will **not** stop all sales calls:

### Michigan Exemptions

The following types of organizations and businesses are exempt from the Do Not Call List law:

- Charitable organizations;
- Public safety organizations;
- Companies with which a person has previously conducted business unless the customer has specifically requested to be added to that company's do-not-call list;
- Businesses that request face to face meetings but do not urge the customer to make a decision regarding a purchase at the time of the call;
- Companies that have the recipient's prior consent;
- Companies that do not encourage the purchase, rental or investment in goods or services, such as companies conducting a survey or seeking a donation or contribution.

## Federal Exemptions

- Charitable organizations;
- Political organizations;
- Organizations with which you have an established business relationship can call you for up to 18 months after your last purchase, payment or delivery – even if your name is on the national Do Not Call Registry. If you ask a company not to call you, it must honor your request, even if you have an established business relationship;
- Companies to which you've made an inquiry or submitted an application can call you for three months;
- Companies that do not encourage the purchase, rental or investment in good or services, such as companies conducting a survey or seeking a donation or contribution.

## Filing a Complaint

You can file a complaint against a company violating the Do Not Call rules if 31 days have passed since you registered your telephone number on the list **and** the company is not exempt from the rules. You will need to know the date you got the call and either the name or the telephone number of the company that called you. Your complaint must include your name, address, and the phone number involved in the complaint. You must also provide a number where you can be reached during the business day. You can file complaints under Michigan's law or the federal law:

### Michigan Attorney General

Consumer Protection Division

P.O. Box 30213-7713, Lansing, MI 48909

[Attorney General Website](#) – click on “File a Complaint”  
517.241.3771(fax)

### Federal Trade Commission

[FTC Website](#) – click on “File a Complaint”

888.382.1222 866.290.4236 (TTY)

### Federal Communications Commission

Consumer & Governmental Affairs Bureau

Consumer Inquiries and Complaint Division

445 12<sup>th</sup> Street SW, Washington, DC 20554

888.225.5322 888-835-5322 (TTY)

[FCC Complaints Website](#)

e-mail – [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

866.418.0232 (fax)

### Register for the Do Not Call list:

By Telephone – 888.382.1222

Online – [www.donotcall.gov](http://www.donotcall.gov)

